

May 1, 2002

Office of the Secretary
Federal Communications Commission
445 12th Street, S. W.
Washington, DC 20554

Re: In the Matter of
Establishment of Rules Governing
Procedures to Be Followed When Informal
Complaints Are Filed by Consumers
Against Entities Regulated by the
Commission
CI Docket No. 02-32

Dear Secretary:

In accordance with the rules of the Commission, the Pennsylvania Office of Consumer Advocate ("PA OCA") submits this letter to report that representatives of the PA OCA had a telephone conference with Commission staff on April 30, 2002 regarding the above referenced matter. Participants from the OCA included Joel H. Cheskis, Shaun A. Sparks, and Susan J. Henry. Participants from the Commission included Margaret Egler, Calvin Osborne, and Michele Walters of the Consumer and Governmental Affairs Bureau.

The representatives of the PA OCA asked a number of questions of Commission staff regarding the above referenced proceeding. The questions of the PA OCA were designed to assist its understanding of the scope and subject matter of this proceeding. The questions related to the Commission's current service of informal consumer complaints on entities regulated by the Commission, the mechanisms in place for communication among the Commission and the various state utility commissions regarding consumer complaints, the treatment of unresolved informal consumer complaints received by the Commission, and the scope of this proceeding regarding common carriers and all other regulated entities.

Commission staff provided answers regarding the scope of this proceeding, and commented on current official Commission procedures such that the PA OCA can formulate adequate and informative comments to assist the Commission in this matter.

One copy of this ex parte notice is being filed electronically with the Commission, and the PA OCA is also providing an electronic copy to all participants. If you have any questions concerning this meeting or this notice, please do not hesitate to contact the undersigned.

Sincerely yours,

Philip F. McClelland
Senior Assistant Consumer Advocate

BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION

In the Matter of	:
	:
Establishment of Rules Governing Procedures to	:
Be Followed When Informal Complaints Are Filed	: CI Docket. No. 02-32
by Consumers Against Entities Regulated by the	:
Commission	:
	:
Amendment of Subpart E of Chapter 1 of the	:
Commission's Rules Governing Procedures to Be	: CC Docket No. 94-93
Followed When Informal Complaints Are Filed	:
Against Common Carriers	:
	:
2000 Biennial Regulatory Review	: CC Docket No. 00-175

I hereby certify that I have this day served a true copy of the foregoing document,
Ex Parte Letter, upon parties of record in this proceeding.

Dated this 1st day of May, 2002.

Respectfully submitted,

Philip F. McClelland
Senior Assistant Consumer Advocate
Shaun A. Sparks
Assistant Consumer Advocate

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